



Job Title: Information Technology Coordinator

FLSA Status: Full time Exempt

Reports to: Executive Director

Revision Date: December 22, 2021

POSITION SUMMARY:

The IT Coordinator serves as a key member Loaves & Fishes/Friendship Trays' management team. The IT Coordinator's primary function is to provide direct technology support to Loaves & Fishes/Friendship Trays' internal staff and volunteers and manage our network administration. This role will also be responsible for procurement and installation of new computers, printers, phones, as well as managing technology vendors. In addition, this position will be responsible for long-term technology planning and helping to drive the user adoption of new technologies. He/She oversees outreach technology and provides indirect technical support to pantry teams as needed for successful program operations.

ESSENTIAL FUNCTIONS:

1. Provide Technology Support to staff and volunteers through the Procurement, Configuration, and Installation of new hardware and software.
2. Responsible for staff IT training and onboarding new employees, volunteers and interns on technology.
3. Monitor IT inventory through asset management tracking and design efficient replacement/upgrade schedule in collaboration with budgetary guidelines.
4. Responsible for the effective functioning all technology equipment including:
 - Hardware/Software
 - Business applications (Fishnet, etc.)
 - Cloud hosted VOIP – Phone System
 - Printer
 - Internet
 - Website
 - Security (Antivirus, firewalls, Windows updates, etc.)
 - Microsoft 365 Administration, SharePoint, OneDrive
 - Server running DHCP, DNS, Windows Update
 - Wi-Fi Access Points
5. Initiate, cultivate, and maintain successful relationships with vendors to procure and negotiate purchases and contracts and to resolve technology issues as needed.
6. Serve as the main point of contact for all IT vendors, working with end users to collaborate and facilitate modifications or improvements to software.
7. Research and identify technology enhancements to further streamline current business operations, manage food inventory and improve client services.
8. Work with each department to ensure proper data collection for administrative, programmatic and development reporting. Ensure reports are complete and accurate.
9. Oversee special technology projects as assigned.
10. Respond to special needs presented by staff, volunteers, donors, partner agencies and participating pantries (e.g., IT troubleshooting, equipment failure, internet failure, etc.).
11. Develop priority IT ticketing system for alerting.
12. Attend staff meetings/trainings and other meetings as required.
13. Represent the association as required by the Executive Director.
14. Participate in and support Loaves & Fishes/Friendship Trays' Fund Raising Efforts.

QUALIFICATIONS:

1. Two or more years of Tech Support or relevant experience preferred
2. Two or more years working in a business and/or nonprofit environment
3. An Associate's degree, Certificate, or Boot Camp in related field preferred
4. Strong communicator with excellent documentation, troubleshooting, and problem solving skills. Strong data analysis, technology and organizational skills.
5. Demonstrated expertise with the management and support of Microsoft 365, SharePoint, Windows 10 OS, hardware PC & Laptop environments. Proficiency in all basic computer operations and complex database systems.
6. Proven management and leadership capabilities.
7. Ability to lift up to 25 pounds repetitiously.
8. Valid Carolina driver's license with an excellent driving record.
9. Exceptional interpersonal, oral, written, and presentation skills.
10. Dependable and punctual team player.
11. High energy, positive, "can-do" attitude, flexibility, teamwork, and attention to detail; high degree of initiative and an ability to manage multiple tasks and projects at a time.
12. Ability to work with sensitivity and without discrimination towards peoples of diverse cultures, races/ethnicity, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations.
13. A passion for the mission of Loaves & Fishes/Friendship Trays is essential.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties will be reviewed periodically and may be modified when deemed appropriate by management.

Salary Commiserate With Experience

To apply, please use IT Coordinator in the subject line and email a cover letter and resume to HR@loavesandfishes.org.